

Joint Committee on Corrections

Information for Legislative Institutional Visits

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|--|--|--|------------------|--|
| Facility Name: Chillicothe Correctional Center | | | | |
| Custody Level | Minimum/Maximum | | Warden | Alana C. Boyles |
| Total Acreage | 140 | | Address | 3151 Litton Road |
| Acreage w/in Perimeter | 60 | | | Chillicothe, MO 64601 |
| Square Footage | 450,000 | | Telephone: | 660-646-4032 |
| Year Opened | 2008 | | Fax: | 660-646-1217 |
| Operational Capacity/Count (as of December 15, 2014) | *1340 Capacity 1326 Count | | | |
| General Population Beds (capacity and count as of December 15, 2014) | 1084 Capacity 1074 Count | | Deputy Warden | Darin Morgan Deputy Warden of Offender Management |
| Segregation Beds (capacity and count as of December 20, 2013) | *76 Capacity 58 Count | | Deputy Warden | David Barnett Deputy Warden of Operations |
| Treatment Beds (capacity and count as of December 15, 2014) | 256 Capacity 252 Count | | Asst. Warden | Lonny Bartz, Acting Assistant Warden |
| Work Cadre Beds (capacity and count as of December 20, 2013) | 0/0 (Included in General Population Beds) | | Asst. Warden | |
| Diagnostic Beds (capacity and count as of December 20, 2013) | 200 Capacity 0 Count | | Major | Courtney Schweder Chief of Custody |
| Protective Custody Beds (capacity and count as of December 20, 2013) | 0/0 (Included in Segregation Beds) | | | |
| *76 Ad Seg beds not currently in our operational capacity count | | | | |

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?
The overall condition of the facility is good.
- b. What capital improvement projects do you foresee at this facility over the next six years?
Convert perimeter and wall pack lighting over to LED lighting to conserve energy and reduce our environmental footprint. Concrete repair to the rear sally port and rear access road. Replacement of food service tile floor to an epoxy flooring. Install a waterless fire system in the main data security room. Re-coat the inside of the water tower. Add a blending system to our domestic hot water loop. Look at upgrading the camera system within the facility. Replace and upgrade the fire system computer. Resurface the facilities parking lot. Upgrade the perimeter fence system to fiber system.
- c. How critical do you believe those projects are to the long-term sustainability of this facility?
The two critical projects that we foresee would be the waterless fire protection system for the main data security room and the interior coating of the water tower. The main data security room currently has a water system in place at this time. If this system is discharged it could destroy all of our critical electronic security and data system

components for the entire facility. If the water tower is not re-coated, it will impact the health and safety of our occupants and the integrity of the water sphere itself.

2. Staffing:

- a. Do you have any critical staff shortages?
No , but be aware we are having difficulty filling positions for Cook I-II and Cook III's as we currently have two vacancies for each.
- b. What is your average vacancy rate for all staff and for custody staff only?
 - **Average vacancy rate for all staff (December 1, 2013 through November 30, 2014):**
 Average total vacancies per month = 9.83
 Average number of positions vacated per month = 4.33
 - **Average vacancy rate for custody staff (December 1, 2013 through November 30, 2014):**
 Average total vacancies per month = 3.83
 Average number of positions vacated per month = 2.42
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
There is no significant impact on management of the facility.
- d. What is the process for assigning overtime to staff?
Volunteers are solicited to cover overtime needs. If no volunteers are found, staff are mandated to cover necessary overtime.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
Approximately 52% of comp time accrued is paid off; 48% is used.
- f. Is staff able to utilize accrued comp-time when they choose?
Every effort is made for staff to take the time the same work week as it is earned if they want. In this way, those individuals particularly who earn time and a half if it carries over into the week, are only taking actual time worked.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?

| Gross E2-E5 | Available & Eligible E2-E5 | Enrollment in School | Seats Available | Enrollment as % of Available & Eligible | Enrollment as % of Seats Available |
|--------------------|---------------------------------------|-----------------------------|------------------------|--|---|
| 401 | 362 | 275 | 285 | 76% | 96% |

- b. How many (and %) of inmate students earn their HSE each year in this institution?

| Fiscal Year | Passed HSE | Attempted HSE | CCC Pass Rate |
|--------------------|-------------------|----------------------|----------------------|
| 2010 | 104 | 124 | 84.00% |
| 2011 | 98 | 116 | 85.00% |
| 2012 | 87 | 97 | 90.00% |
| 2013 | 68 | 70 | 97.00% |
| 2014 | 97 | 97 | 100.00% |
| TOTAL | 454 | 504 | 90.00% |

- c. What are some of the problems faced by offenders who enroll in education programs?

Significant parts of the offender student population do not see the importance of getting an education and many have a history of educational failure. Therefore, they may not participate in classes with much enthusiasm or internal motivation.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?
Gateway Foundation offers substance abuse treatment. Chillicothe Correctional Center offers Short Term (which includes 84 day and 120 day programs), Intermediate (180 day OUT and BDSTP), Long Term (Court and Board Stipulated), Partial Day (which will end when the final few participates compete) and STINT (Short Term Intensive Treatment). They provide a wide variety of educational material based on substance abuse, cognitive restructure and behavior modification.
- b. How many beds are allocated to those programs?
256
- c. How many offenders do those programs serve each year?
1026
- d. What percent of offenders successfully complete those programs?
93%
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?
The women's population brings a separate set of concerns that the male offender population does not. Research indicates the need for gender responsive programming, which requires needs be met that are not addressed in traditional treatment programs. Some additional areas that must be addressed include poor health, risk of sexually transmitted diseases, psychological problems, a history of victimization/trauma, family responsibility, and lack of employment skills. There is the additional concern of the balance of security with the need to provide treatment. Correctional staff is trained primarily to ensure safety and security within our facilities, while treatment staff views incarceration as a time for rehabilitation. Continuous training and redirection is needed to balance these two philosophies. One final challenge in running a treatment program in a prison setting is finding adequately qualified staff in a rural location. This requires frequent advertising to discover potential employees.

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution?
There are currently (5) five career and technical programs offered at CCC. They are: Business Technology, Web Design, Cosmetology, Culinary Arts, Professional Gardening and Landscaping.
- b. How many offenders (and %) participate in these programs each year?

| Fiscal Year | Enrollment YTD | Completions YTD | Completion % |
|--------------------|-----------------------|------------------------|---------------------|
| 2014 | 225 | 114 | 51.00% |

- c. Do the programs lead to the award of a certificate?

Each offender who completes a vocational program receives a Department of Labor Certification which corresponds to the particular area of study. In addition, a certificate of completion from the DOC-Division of Offender Rehabilitative Services is also presented upon program completion. Also, (3) three of the current vocational programs offer Professional Certification or license sure. Cosmetology participants who complete can earn a license to practice Cosmetology in the State of Missouri if they pass a practical and a theorem exam. In Culinary Arts a nationally recognized, ServSafe certificate can be earned through successfully passing an exam. In Business Technology students can earn at least one Microsoft Office and are recognized world wide.

- d. Do you offer any training related to computer skills?
CTE does offer training related to computer skills. The programs which are predominantly computer based are Business Technology and Web Design. However, all CTE programs have elements of computer usage throughout the curriculum.

6. **Missouri Vocational Enterprises:**

- a. What products are manufactured at this institution?
Men's boxers, women's briefs, washcloths, towels and sheets.
- b. How many (and %) of offenders work for MVE at this site?
30 offenders (2.5%)
- c. Who are the customers for those products?
DAI is the primary customer; they issue these items to the offenders, and items are available for offenders to purchase through the offender canteen if they wish to have additional items.
- d. What skills are the offenders gaining to help them when released back to the community?
Offenders learn how to sew, work well with others and work as part of a team to accomplish quality products. Some offenders will also learn leadership, clerical and mechanical skills. Additionally, all offenders have the opportunity to learn some basic fork lifting skills and enroll in Public Broadcast System (PBS) classes "Work Place Essential Skills" and "Computer Literacy" and "Mavis Beacon Teaches Typing."

7. **Medical Health Services:**

- a. Is the facility accredited by the National Commission on Correctional Health Care?
Yes
- b. How many offenders are seen in chronic care clinics?
955
- c. What are some examples of common medical conditions seen in the medical unit?
Diabetes, Hypertension, Asthma, COPD, Seizures, Hepatitis C, Cardiovascular Disease, Cancer, Arthritis, Chronic Pain, Dental, Glaucoma, HIV, TB, Thyroid.
- d. What are you doing to provide health education to offenders?
Annual Health Fair, written and verbal education provided at sick call and during chronic care clinics, information posted on housing unit bulletin boards and medical waiting room, information broadcast on offender TV channel periodically.
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?
No.
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain

Yes, as aging occurs health naturally declines, especially for those with chronic conditions. Also, many of the population for which we provide healthcare have led unhealthy lifestyles prior to incarceration which can lead to poorer health later in life.

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?**

Most of the mental health services can be categorized into six main groups. They are Chronic Care, Individual Encounters, Groups, Administrative Segregation, Crisis intervention and Suicide intervention. As Chronic Care and Suicide intervention will be discussed in greater detail later in this document, these two items will be excluded in the response to this current question.

Offenders may request an Individual Encounter with Mental Health by submitting a Health Services Request (HSR). After Mental Health receives an HSR from an offender, a response letter is generated to notify the offender that Mental Health has received their request. The appropriate mental health staff member will then schedule an appointment with the offender to address their concern. Staff referrals are an additional source that generates Individual Encounters. Staff referrals are handled in a manner similar to that of HSR.

Groups are advertised on the offender TV channel. Offenders are able to request participation in mental health groups by sending Mental Health a letter (kite) requesting a group they are interested in taking. The Mental Health department will also accept requests for groups by way of HSR submitted by the offender. The group facilitator will make use of the kites, HSR, and staff referrals in order to fill the offered group.

A Qualified Mental Health Provider (QMHP) will attempt to make weekly contact with all offenders who are housed in the Administrative Segregation Unit. Housing unit 8 D is in place to help offenders who have difficulty adjusting to general population after being released from Administrative Segregation.

The Mental Health department will accept requests from any Department of Corrections staff member for death notifications. After receiving a request for death notification a Qualified Mental Health Provider will meet with the offender as soon as possible. All other crisis's the offender can be placed on TASC pending Mental Health review until Mental Health staff can see the offender.

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?**

There has been (1) one successful suicide at Chillicothe Correctional Center in 2014. Offenders on suicide watch are monitored by custody staff at fifteen-minute intervals, as well as by cameras located in these cells.

A Crisis Treatment Plan is generated by mental health staff that details the goals and objectives that a client must meet to demonstrate improved stability and suitability for release from suicide watch. Mental health staff meet with these offenders on a daily basis to monitor for improved stability. Most offenders are released in under seventy-two hours; however, they may remain on this status for additional time if needed. Only the Institutional Chief of Mental Health Services, Staff Psychologist, or a Qualified

Mental Health Professional who is operating as Acting ICMHS are authorized to remove an offender from suicide watch status.

All DOC staff members are trained to recognize verbal and behavioral cues that indicate potential suicide. This instruction is provided to the staff during initial training with DOC and every other year thereafter. Currently, a Qualified Mental Health Professional and the Institutional Chief of Mental Health Services is providing the biennial training for staff at the Chillicothe Correctional Center.

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

As of November 1, 2014 there were 443 offenders receiving psychotropic medications which was approximately 33.26% of Chillicothe's offender population at that time.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

As of December 15, 2014 there were 433 offenders on camp who are considered to have a moderate level of mental health treatment needs and 10 who are considered to have serious functional impairment due to a Mental Disorder. Of the total 443 offenders, there is (1) who currently have an involuntary medication order in place. All 443 offenders meet with a qualified mental health professional at minimum once every month. Additional therapy sessions are scheduled in response to HSRs submitted by offenders and staff referrals.

Those who are receiving psychotropic medication meet with a psychiatrist at minimum every ninety days. Some psychiatric appointments are provided more frequently depending on the individual needs of the offender. In addition, those who are taking medications meet with a psychiatric nurse on a regular basis to monitor any effects that the medications could have on the offender. Those who receive involuntary medication meet with a psychiatrist every fourteen days.

Offenders who are dealing with chronic or serious mental illness are given priority for participation in mental health groups.

9. What is your greatest challenge in managing this institution?

Continuing to provide an atmosphere for staff which fosters professionalism, motivation and excellence.

10. What is your greatest asset to assist you in managing this institution?

Quality staff.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

| Vehicle License | Year | Make | Model | Designation | Mileage | Condition |
|-----------------|------|------|----------------|-------------------------|---------|-----------|
| 13-0006M | 2009 | Ford | Crown Victoria | Perimeter Vehicle | 78,451 | Fair |
| 13-0520M | 2009 | Ford | Crown Victoria | Perimeter Vehicle | 79,421 | Fair |
| 13-0964M | 2009 | Ford | Crown Victoria | Offender Transportation | 104,480 | Good |
| 13-0965M | 2009 | Ford | Crown Victoria | Offender Transportation | 90,122 | Good |
| 13-0966M | 2009 | Ford | Crown Victoria | Offender Transportation | 81,513 | Good |
| 13-0967M | 2009 | Ford | Crown Victoria | Offender Transportation | 73,127 | Good |
| 13-0968M | 2009 | Ford | Crown Victoria | Offender Transportation | 82,497 | Good |

| | | | | | | |
|----------|------|-----------|---------------------------|----------------------------------|---------|-----------|
| 32-0282M | 2008 | Chevrolet | Uplander Mini Van | Offender Transportation | 125,789 | Good |
| 32-0285M | 2008 | Chevrolet | Uplander Mini Van | Offender Transportation | 97,457 | Good |
| 13-0138M | 2009 | Ford | Van/15 Passenger | Offender Transportation/CRCC | 60,701 | Good |
| 13-0969M | 2009 | Ford | Van/15 Passenger | Offender Transportation | 68,699 | Good |
| 13-0970M | 2009 | Ford | Van/15 Passenger | Offender Transportation | 80,191 | Good |
| 13-0971M | 2009 | Ford | Van/15 Passenger | Offender Transportation | 65,591 | Good |
| 13-0972M | 2009 | Ford | Van/15 Passenger | Offender Transportation | 65,318 | Good |
| 13-0973M | 2009 | Ford | Van/15 Passenger | Handicap Offender Transportation | 35,303 | Good |
| 13-0174M | 2009 | Ford | Van/12 Passenger | Offender Transportation | 45,800 | Good |
| 13-0363M | 2009 | Ford | Van/12 Passenger | Offender Transportation | 56,189 | Good |
| 13-0419M | 2009 | Ford | Van/12 Passenger | Offender Transportation | 59,254 | Good |
| 13-0139M | 2009 | Chevrolet | Impala | Pool Vehicle/On Loan to CRCC | 79,817 | Good |
| 13-0297M | 2009 | Chevrolet | Impala | Pool Vehicle | 91,963 | Good |
| 13-0974M | 2009 | Chevrolet | Equinox | Pool Vehicle | 62,887 | Good |
| 13-0976M | 2009 | Chevrolet | Impala | Pool Vehicle | 80,555 | Good |
| 13-0977M | 2009 | Chevrolet | Impala | Pool Vehicle | 82,898 | Good |
| 13-0978M | 2009 | Chevrolet | Impala | Pool Vehicle | 82,834 | Good |
| 13-0975M | 2009 | Ford | F-250 | Maintenance | 14,351 | Good |
| 13-0979M | 2009 | Chevrolet | 1 Ton Truck Silverado 4x4 | Maintenance | 3,240 | Good |
| 13-0980M | 2010 | Ford | F-350/Box Truck | Maintenance/Custody | 6,851 | Excellent |

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**
Morale level is medium with Custody Staff. Lack of significant pay raises is a recurring theme amongst Custody Staff but satisfaction with the working environment at CCC seems to be stable.

13. Caseworkers:

- A. How many caseworkers are assigned to this institution?
19 Corrections Case Managers and 3 Corrections Classification Assistants
- B. Do you currently have any caseworker vacancies?
Yes (2)
- C. Do the caseworkers accumulate comp-time?
No
- D. Do the caseworkers at this institution work alternative schedules?
Yes
- E. How do inmates gain access to meet with caseworkers?
Caseworkers have open door hours from 8:30 a.m. to 4:15 p.m. Monday through Friday. Caseworker staff are available in units in the afternoon until 4:15 p.m.
- F. Average caseload size per caseworker?
Currently, the average caseload is 70 offenders per caseworker.
 - # of disciplinary hearings per month?
399 per month
 - # of IRR's and grievances per month?
65 IRR's per month and 20 grievances per month
 - # of transfers written per month?
18 transfers per month out of the institution
 - # of re-classification analysis (RCA's) per month?
110 RCA's per month
- G. Are there any services that you believe caseworkers should be providing, but are not providing?
No
- H. If so, what are the barriers that prevent caseworkers from delivering these services?
N/A

I. What type of inmate programs/classes are the caseworkers at this institution involved in?

- **Pathway to Change**
- **Anger Management**
- **Impact of Crime on Victims (ICVC)**
- **Catholic Charities**
- **Green Hills Empowerment**
- **Pre-Release Program**
- **Resource Library**

J. What other duties are assigned to caseworkers at this institution?

Caseworkers are often called upon to provide assistance to other areas. They act as visiting Room Liaison, assist with the Puppies for Parole Program, assist with Video Court, conduct DFS and Social Security interviews, assist with legal calls, treatment activities, contact outside agencies to assist with housing and medication issues, and conduct video conferences for re-entry purposes. As this is a female institution, the Case Managers are also required to do Gender Response Assessments.

14. Institutional Probation and Parole officers:

A. How many parole officers are assigned to this institution?

Currently there is one District Administrator and seven allotted Institutional Parole Officers; we are currently fully staffed.

B. Do you currently have any staff shortages?

Yes. Due to the increase in our population and a treatment unit that is constantly full, it would be a great benefit to have another supervisor position.

C. Do the parole officers accumulate comp-time?

Only if required to attend training or some type of program away from the institution. This is very rare. In the event comp time is accumulated, we work very diligently to flex the time off the week it is earned.

D. Do the parole officers at this institution flex their time, work alternative schedules?

The only event of flex time is when comp time is earned, as indicated above. At this time, six (6) staff work five, eight-hour days and one (1) staff work four(4), ten-hour days.

E. How do inmates gain access to meet with parole officers?

Offenders gain access to the parole officers by writing kites or attending open door sessions three hours per week, per housing unit (potentially 256 offenders).

F. Average caseload size per parole officer?

For four of the officers, the caseload ranges from 100-150, but for two officers assigned to a housing unit by themselves, their caseload would be the entire housing unit (potentially 256 offenders).

- # of pre-parole hearing reports per month?

65

- # of community placement reports per month?

25

- # of investigation requests per month?

95

G. Are there any services that you believe parole officers should be providing, but are not providing?

No.

H. If so, what are the barriers that prevent officers from delivering these services?

- I. What type of inmate programs/classes are the parole officers at this institution involved in?
The parole officers are involved in a monthly pre-release group. Specifics of the requirements of supervision on probation, parole or conditional release are discussed in detail. When allowed, the parole officers also assist in the orientation classes for new general population and treatment offenders to CCC. During these orientations, the offenders are advised on general probation and parole questions, including but not limited to information regarding scheduling of parole hearings, meetings with the institutional parole officers, jail time credit on their sentences, and the role of the Parole Board in the decision making process.

14. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

None

15. Does your institution have saturation housing? If so, how many beds?

No

17. **Radio/Battery Needs:**

- a. What is the number of radios in working condition?

494

- b. Do you have an adequate supply of batteries with a good life expectancy?

Yes

- c. Are the conditioners/rechargers in good working order?

The rechargers are in good working order. Of the (12) conditioners we had, 9 have been surplusd and only one of the remaining (3) is in working order. However, the conditioners are rarely used due to the new style of batteries we have.